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ABSTRACT

The Santa Fe Community College Work Exploration Center (Florida) provides work evaluation and placement services to persons who are unable to obtain or maintain suitable employment due to handicapping conditions, undefined or poorly defined vocational training, limited employment skills, and limited knowledge of skills levels. To help maintain current information about local job opportunities, the center has developed EMPBANK, a database of information on local employers which runs on an IBM PC using PC-File III, a shareware database manager. The center chose to develop an "employer bank" rather than a "job bank" because employer development is a major function of the center, and the staff already had employer contacts to serve as an immediate source for the database. The databank has expanded as employers have been recontacted and new jobs have been added to the file. EMPBANK currently consists of 408 records, representing 179 employers and 182 jobs. Using PC-File III, printed reports can be generated that list employers and the positions they have available, as well as lists of positions by job title. Though the original inputting of data into the system required a considerable expenditure of time, EMPBANK ultimately saves the center's staff and clients time and effort in researching job opportunities and provides up-to-date information. The manual of instructions for using EMPBANK is included. (AJL)

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ED299010

AN EMPLOYER BANK FOR COUNSELORS, CLIENTS AND/OR SMALL FACILITIES

by

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I. INTRODUCTION

Each day Counselors and Clients are faced with the need to obtain current information about the local job market. Many times job leads are kept on scraps of paper, on 3 x 5 cards, stuffed in a file, any way but organized and accessible to all who need them. If a facility decides to try to solve this problem by turning to the computer, many times the solution becomes expensive - computers and appropriate software are not cheap. The challenge becomes providing a system that works and is affordable. To help solve this problem and meet this "Rehabilitation Challenge" the Santa Fe Community College Work Exploration Center has developed EMPBANK, an employer bank system which runs on an IBM PC under PC-File III, a shareware database manager.

Development of EMPBANK started about a year ago and is now operational. At the present time EMPBANK is being used by our placement specialists and clients.

When the Center first decided to develop EMPBANK we had many questions:

- Will EMPBANK really help the Counselors and Clients?
- How much training will be needed to use EMPBANK?
- What will the pitfalls be?
- What will the unexpected benefits be?

The system has not been operational long enough to fully answer these questions, however, each will be discussed in light of our present experience using EMPBANK.

II. METHOD

The Work Exploration Center provides work evaluation and placement services to persons who are unable to obtain or maintain suitable employment due to handicapping conditions, undefined or poorly defined vocational skills, limited employment skills, and limited knowledge of skill levels. Community employment, vocational training, or college training are considered positive outcomes. If a person is not able to obtain one of these three goals, an effort is make to obtain some type of support service for the person.

During the 1986-87 Fiscal year 178 Office of Vocational Rehabilitation (OVR) clients were seen. Of these clients:

26% entered Community Employment
17% entered Vocational Training
5% entered College Training
5% received Support Services.

Breaking down these figures by program component: 102 of the 178 clients were referred for work evaluation services, and of these:

17% entered Community Employment
18% entered Vocational Training
7% entered College Training
7% received Support Services.

50 of the 178 clients were referred for placement services, and of these:

38% entered Community Employment
16% entered Vocational Training.

25 of the 178 clients were referred for work evaluation and placement services, and of these:

44% entered Community Employment
20% entered Vocational training
8% entered College Training.

The Center employs four Work Evaluators and two Placement Specialists to work with these clients. Although the Placement Specialists work most directly with clients referred for placement services they also provide services for clients referred for evaluation.

For the 1986-87 year the overall client difficulty level for the 178 clients served was 1.8. This number represents the number of disabling conditions reported for a group of clients, divided by the number of clients in the group, thus it is the average number of disabling conditions per client. Since all OVR clients are expected to have a disability, and many are multi-disabled, the Client Difficulty Level should never reach below 1.0 and it will usually be above.

Of these 178 clients, 55% were considered severly disabled and 33% had been unemployed 2 years or longer.

Santa Fe Community College has access to PC-File III, a database application package designed by Jim Button and offered as shareware. This means that the college has a master copy of the program and others are allowed to copy the program and use it without fear of infringing on the copywrite. Since funds were limited the Center decided to use this program instead of doing without basic supplies to free up funds to purchase other database softwear.

PC-File III allows a maximum of 32,767 records per database. It also allows one to make printed copies of the stored information. The information can be printed in many different ways depending on the layout desired.

A database consists of many records which all list the same type of information. In our case we decided to develop an employer database. Each record in the database is made up of data, i.e. numbers and names, that are put into fields. (See figure 1.).

```
RECORD #1
=========================================================
JOB TITLE      [put data into this field]
DOT CODE       [            ]
SIC            [    ]
EMPLOYER       [                          ]
ADDRESS        [                          ]
CITY           [                      ]
STATE          [  ]
ZIP            [     ]
CP LAST NAME   [                          ]
CP FIRST NAME  [                          ]
PHONE          [         ]
1st CONTACT    [         ]
ST.SALARY      [           ]
OPEN 1         [                      ]
OPEN 2         [                          ]
```

Figure 1.

There was some discussion as to whether to develop a job bank or an employer bank. An employer bank was developed. A job bank would have been developed by starting with a certain job, for instance Waiter/Waitress, and then contacting all establishments that hire Waiters/Waitresses and obtaining information about starting salary, etc. There were two reasons for developing an employer bank. First, employer development is one of the main tools the placement staff use to fulfill our goal of teaching clients how to find and hold onto jobs. Second the staff know about jobs from employers they already work with and it made it easier to start with known data than to have to spend time gathering new data. Our goal is to have a record for each job that an employer who is contacted tells us about. As an employer is recontacted and information about additional jobs is learned these jobs are to be added to EMPBANK and as clients contact an employer and learn of different jobs they are also to be added to EMPBANK.

Each record now has 15 fields which are defined as follows:

JOB TITLE:	As listed in the DOT
DOT CODE:	As given in the DOT
SIC:	Left blank at this point
EMPLOYER:	Name of business
ADDRESS:	Geographic Location

CITY:	City where business located
STATE:	State where business located
ZIP:	5 digit code
CP LAST NAME:	Contact Person's last name (person spoken to about the job)
CP FIRST NAME:	Contact Person's first name
PHONE:	Number of busines
1st CONTACT:	Date of 1st contact
ST.SALARY:	Starting salary for the position at that business
OPEN 1:	A place to put additional information
OPEN 2:	A place to put additional information

The bulk of entries in EMPBANK were entered by a Rehabilitation Counseling graduate student during his internship at the Center during the Fall, 1987.

At the present time the Center has several IBM computers, one Apple comupter and a Zenith computer. PC-File III runs on IBM and IBM compatible machines with 256K of memory.

III. RESULTS

EMPBANK now consists of 408 records. This represents 179 employers and 182 jobs. A manual was written instructing staff and clients how to use EMPBANK and how to input data into EMPBANK.

PC-FILE III will also print reports made up of items from the various fields. For example, a report that alphabetically lists job titles, then employer and address, or a report that alphabetically lists employers and then job title and address can be printed. Other combinations might be an alphabetical list of job titles with DOT code, etc.

These reports can be put together and run with a minimum of effort and are quite helpful for a quick glance as to what particular job title or employer might be in the Bank.

At the Work Exploration Center a specific area is set aside with a notebook containing a copy of the Manual and several reports, one listing existing job titles alphabetically and one listing employers alphabetically. The PC-File III/EMPBANK Disk is kept in an envelope in front of the notebook.

A copy of the manual and a disk with PC-File III/EMPBANK is made a part of this paper so that the reader can implement this system.

MANUAL

INSTRUCTIONS FOR USING EMPBANK

GETTING STARTED

Put DOS Disk into the A Drive and turn on the computer, after it checks its memory it will ask you to enter new date. Please put it in as 09-21-87 or whatever the date is that you are entering data.

Then you will get a prompt asking for time, ignore that and hit Enter.

When you get the A> remove the DOS disk and insert the PC-FILE III/EMPBANK Disk and hit Enter key. At the bottom of the screen it will ask what drive for Database and it will already have an A, you hit Enter.

It will then show you a new screen that reads:

```
-----------------------------------------
| Indicate an existing or new database  |
| Type a name or select with cursor keys|
|                                       |
| [EMPBANK]                             |
|                                       |
| Enter data. Press (F10) when complete.|
-----------------------------------------
```

Move the cursor down to [EMPBANK] and hit F10.

You will then get the main screen Figure 2. with several choices and words at the top:

```
-------------------------------------------------
| A:EMPBANK  370 (or whatever it is now) records|
|                                               |
| F1      ADD     Add a record                  |
| F2      MOD     Modify a record               |
| F3      DEL     Delete a record               |
| F4      DIS     Display a record              |
| F5      FIN     Find a record                 |
| F6      LIS     List or clone                 |
| F7      SOR     Sort the index                |
| F8      UTI     Utilities                     |
| F9      NAM     Alter field name or mask      |
        GLO     Global update or delete         |
        KEY     Set up the smart keys           |
        END     End or change database          |
|                                               |
| Awaiting your Command <FIN>                   |
-------------------------------------------------
```

Figure 2.

FINDING A RECORD

If you wish to find a record just hit the Enter key.

You will then get a new screen which will read:

```
                                                    FIN
JOB TITLE
DOT CODE
SIC
EMPLOYER
ADDRESS
CITY
STATE
ZIP
CP LAST NAME
CP FIRST NAME
PHONE
1ST CONTACT
ST. SALARY
OPEN 1
OPEN 2


Field to search [                    ]
```

If you wish to search for an employer type in EMPLOYER, if you wish to search for a job title type in JOB TITLE and then hit Enter key.

Let us imagine you want to search by JOB TITLE and you have typed that in, you will then get a screen that reads:

```
                                                    FIN
JOB TITLE
DOT CODE
SIC
EMPLOYER
ADDRESS
CITY
STATE
ZIP
CP LAST NAME
CP FIRST NAME
PHONE
1ST CONTACT
ST. SALARY
OPEN 1
OPEN 2

>xxx(scan full field) ?xxx(soundex)
Look for
```

Here you type in the name of the job you are looking for, for example, Waiter, and hit the Enter key. You would then get a screen that reads:

```
Record # 16                                              FIN
-------------------------------------------------------
JOB TITLE        Waiter/Waitress
DOT CODE         311.477-026
SIC
EMPLOYER         The Cove
ADDRESS          111 43rd Street
CITY             Gainesville
STATE            FL
ZIP              32601
CP LAST NAME     Smith
CP FIRST NAME    John
PHONE            555-5555
1ST CONTACT      5/85
ST. SALARY       $3.35+tips
OPEN 1
OPEN 2

Continue, Stop, Modify or Delete? <C>
```

If you wish to look for other Waiter/Waitress jobs you hit the Enter key since choice C is already printed there. If you wish to stop the search type in S and hit Enter key. If you want to modify the record type in M and hit Enter key. If you wish to delete the record type in D and hit the Enter key.

Let us now assume you wish to Stop, you type in S and then hit Enter. You will get a screen that reads:

```
                                                         FIN
JOB TITLE
DOT CODE
SIC
EMPLOYER
ADDRESS
CITY
STATE
ZIP
CP LAST NAME
CP FIRST NAME
PHONE
1ST CONTACT
ST. SALARY
OPEN 1
OPEN 2


Field to search
```

If you wish to change fields, for instance from JOB TITLE to EMPLOYER, you could do so at this point. Since you wish to Quit you hit F10 and you will get the main screen again. It will read:

```
A:EMPBANK  370 (or whatever it is now) records

F1      ADD     Add a record
F2      MOD     Modify a record
F3      DEL     Delete a record
F4      DIS     Display a record
F5      FIN     Find a record
F6      LIS     List or clone
F7      SOR     Sort the index
F8      UTI     Utilities
F9      NAM     Alter field name or mask
        GLO     Global update or delete
        KEY     Set up the smart keys
        END     End or change database

Awaiting your Command  <FIN>
```

Here you type END and hit the Enter key. The screen will change to read:

```
A:EMPBANK 370 (or whatever it is now) records

F1      ADD     Add  a record
F2      MOD     Modify a record
F3      DEL     Delete a record
F4      DIS     Display a record
F5      FIN     Find a  record
F6      LIS     List or clone
F7      SOR     Sort the index
F8      UTI     Utilities
F9      NAM     Alter field name or mask
        GLO     Global  update  or  delete
        KEY     Set up the smart keys
        END     End or change database

Quit,  Change  file  or Resume (Q,R,C) <Q>
```

Since Q is already there, all you have to do is hit the Enter key and the screen will clear. You will get this message on the screen:

```
Insert COMMAND COM disk in drive A
and strike any key when ready
```

The COMMAND.COM disk is the same as the DOS disk. At this point you remove the PC-FILE III/EMPBANK disk and insert the COMMAND COM/DOS disk and follow instructions, then you will be through.

ADDING A RECORD

If you wish to add a record just hit the F1 key.

You will then get a new screen which will read:

```
ADDing at #_____
JOB TITLE      [                              ]
DOT CODE       [             ]
SIC            [    ]
EMPLOYER       [                              ]
ADDRESS        [                              ]
CITY           [                        ]
STATE          [   ]
ZIP            [      ]
CP LAST NAME   [                              ]
CP FIRST NAME  [                              ]
PHONE          [           ]
1ST CONTACT    [            ]
ST. SALARY     [            ]
OPEN 1         [                              ]
OPEN 2         [                              ]

Enter data.  Press (F10)  when complete.
```

You follow the instructions at the bottom of the screen.

After entering the data and pressing F10 you will get a screen that looks like this:

```
-----------------------------------------------------
| This data was entered:                            |
-----------------------------------------------------
| JOB TITLE       The data you entered              |
| DOT CODE        will be in each of                |
| SIC             these fields.                     |
| EMPLOYER                                          |
| ADDRESS                                           |
| CITY                                              |
| STATE                                             |
| ZIP                                               |
| CP LAST NAME                                      |
| CP FIRST NAME                                     |
| PHONE                                             |
| 1ST CONTACT                                       |
| ST. SALARY                                        |
| OPEN 1                                            |
| OPEN 2                                            |
|                                                   |
|                                                   |
| Is it OK? Y,N, or X(to stop asking) <Y>           |
-----------------------------------------------------
```

You are being asked to check your data and make sure it is correct. If it is and a Y is already in the box <Y> just hit the Enter key. If it is O.K and you don't want to be asked in the future about the correctness of the entries type in X and hit the Enter key.

If you typed Y or X you will get a screen that reads:

```
-----------------------------------------------------
| ADDing at #_____                                  |
-----------------------------------------------------
| JOB TITLE     [                                ]  |
| DOT CODE      [              ]                    |
| SIC           [    ]                            |
| EMPLOYER      [                                ]  |
| ADDRESS       [                                ]  |
| CITY          [                        ]           |
| STATE         [   ]                               |
| ZIP           [      ]                            |
| CP LAST NAME  [                                ]  |
| CP FIRST NAME [                                ]  |
| PHONE         [            ]                      |
| 1ST CONTACT   [             ]                     |
| ST. SALARY    [             ]                     |
| OPEN 1        [                                ]  |
| OPEN 2        [                                ]  |
|                                                   |
|                                                   |
| Enter data.  Press (F10)  when complete.          |
-----------------------------------------------------
```

The next number in sequence will be in the upper left hand corner and as before you will follow instructions.

If you typed N for no, you will get the screen back you just worked on and will be given a chance to change the date. Hit F10, as before, when you are finished. You will again be asked Is it OK?, Y<N< or X (to stop asking).

When you wish to stop entering records, hit the Esc (escape) key and you will get a screen that reads:

```
A:EMPBANK  370 (or whatever it is now) records

F1       ADD       Add a record
F2       MOD       Modify a record
F3       DEL       Delete a record
F4       DIS       Display a record
F5       FIN       Find a record
F6       LIS       List or clone
F7       SOR       Sort the index
F8       UTI       Utilities
F9       NAM       Alter field name or mask
         GLO       Global update or delete
         KEY       Set up the smart keys
         END       End or change database

Awaiting your Command  <FIN>
```

Here you type END and hit the Enter key. The screen will change to read:

```
A:EMPBANK 370 (or whatever it is now) records

F1       ADD       Add  a record
F2       MOD       Modify a record
F3       DEL       Delete a record
F4       DIS       Display a record
F5       FIN       Find a  record
F6       LIS       List or clone
F7       SOR       Sort the index
F8       UTI       Utilities
F9       NAM       Alter field name or mask
         GLO       Global  update  or  delete
         KEY       Set up the smart keys
         END       End or change database

Quit,  Change  file  or Resume (Q,R,C) <Q>
```

Since Q is already there all you have to do is hit the Enter key and the screen will clear. You will get this message on the screen:

```
Insert COMMAND.COM disk in drive A
and strike any key when ready
```

The COMMAND.COM disk is the same as the DOS disk. At this point you remove the PC-FILE III/EMPBANK disk and insert the COMMAND.COM/DOS disk and follow instructions, then you will be through.

MODIFYING A RECORD

First you need to find the record you wish to modify so you need to hit F5 FIN. You will get a screen that reads:

```
JOB TITLE                                    FIN
DOT CODE
SIC
EMPLOYER
ADDRESS
CITY
STATE
ZIP
CP LAST NAME
CP FIRST NAME
PHONE
1ST CONTACT
ST. SALARY
OPEN 1
OPEN 2

Field to search [                    ]
```

If you wish to search for an employer, type in EMPLOYER and hit the Enter key. If you wish to search for a job title, type in JOB TITLE and hit the Enter key.

Let us imagine you want to search by JOB TITLE and you have typed that in, you will get a screen that reads:

```
-----------------------------------------------------
| JOB TITLE                                      FIN|
| DOT CODE                                          |
| SIC                                               |
| EMPLOYER                                          |
| ADDRESS                                           |
| CITY                                              |
| STATE                                             |
| ZIP                                               |
| CP LAST NAME                                      |
| CP FIRST NAME                                     |
| PHONE                                             |
| 1ST CONTACT                                       |
| ST. SALARY                                        |
| OPEN 1                                            |
| OPEN 2                                            |
|                                                   |
| >xxx(scan full field) ?xxx(soundex)               |
| Look for[                          ]              |
-----------------------------------------------------
```

Here you type in the name of the job you are looking for, for example Waiter, and hit the Enter key. You then get a screen that reads:

```
-----------------------------------------------------
| Record # 16                                    FIN|
|                                                   |
| JOB TITLE       Waiter/Waitress                   |
| DOT CODE        311.477-026                       |
| SIC                                               |
| EMPLOYER        The Cove                          |
| ADDRESS         111 NW 43rd Street                |
| CITY            Gainesville                       |
| STATE           FL                                |
| ZIP             32601                             |
| CP LAST NAME    Smith                             |
| CP FIRST NAME   John                              |
| PHONE           555-5555                          |
| 1ST CONTACT     5/85                              |
| ST. SALARY      $3.35+tips                        |
| OPEN 1                                            |
| OPEN 2                                            |
|                                                   |
| Continue, Stop, Modify or Delete?<C>              |
-----------------------------------------------------
```

If this is not the Waiter/Waitress record you wish to modify, hit the Enter Key since C is already there. It will show you the next Waiter/Waitress record. If this is the record you wish to modify, type M and hit the Enter Key. You will get a screen that reads:

```
MODifying # 16                                          FIN

JOB TITLE      [Waiter/Waitress      ]
DOT CODE       [311.477-026]
SIC            [    ]
EMPLOYER       [The Cove             ]
ADDRESS        [111 NW 43rd Street   ]
CITY           [Gainesville          ]
STATE          [FL]
ZIP            [32601]
CP LAST NAME   [Smith                ]
CP FIRST NAME  [John                 ]
PHONE          [555-5555]
1ST CONTACT    [5/85      ]
ST. SALARY     [$3.35+tips]
OPEN 1         [                     ]
OPEN 2         [                     ]

Enter data.  Press (F10) when complete.
```

Follow the instructions on the bottom of the screen. If you need to erase, use the Delete key. After you have finished and hit F10 you will get a screen that reads:

```
MODifying # 16                                          FIN

JOB TITLE      [Waiter/Waitress      ]
DOT CODE       [311.477-026]
SIC            [    ]
EMPLOYER       [The Cove             ]
ADDRESS        [111  43rd Street     ]
CITY           [Gainesville          ]
STATE          [FL]
ZIP            [32601]
CP LAST NAME   [Jones                ]
CP FIRST NAME  [Mary                 ]
PHONE          [555-5555]
1ST CONTACT    [5/85      ]
ST. SALARY     [$3.35+tips]
OPEN 1         [                     ]
OPEN 2         [                     ]

Done. Find next one, or
      Quit this find? (F or Q) <F>
```

If you need to change other Waiter/Waitress records hit the Enter Key because F is already there. If you are finished type in Q and hit the Enter Key. It will take you back to the main screen.

PRINTING A RECORD

When you have a record on the screen that you wish to copy, hit the Shift Key and the Prt Sc Key. Make sure your printer is turned on. It will make a copy of the record for you.

IV. DISCUSSION

In order to help its Counselors, Placement Specialists and clients obtain current information about the local job market the Santa Fe Community College Work Exploration Center developed EMPBANK. PC-FILE III, a shareware database manager, was used. A Manual was written and is used by placement specialists and clients.

Does EMPBANK really help the Counselors and Clients? The main goal for developing EMPBANK was to provide current information in an organized and accessible manner. Another goal was to save time and effort. Having all the information in one location helps. Now all staff and clients know where to look for current information. Time and effort are saved because staff and clients do not have to search for information.

How much training will be needed to use EMPBANK? Different degrees of training will be needed to use the bank. A person will need to understand basic computer terminology and understand how to operate a computer to set up the system. Once it has been set up then this person, using the Manual could begin to train others. Clients are now being trained to use EMPBANK with no prior experience in using computers.

To set up the bank an IBM or IBM compatible computer with at least 256K will be needed. Having two disk drives helps too. The program we have developed can be used or the user can design their records differently. Once the computer is installed and the record is designed, data inputting can begin.

What will the pitfalls be in using EMPBANK? The major pitfall was the length of time it took to input the initial data and to research the correct DOT code for each job title. The Center was fortunate to have a Rehabilitation Counseling Intern who was able to do this. Provision would need to be made for staff time to input data and for time to research information, if necessary.

What will the unexpected benefits be from developing EMPBANK? One benefit not initially considered is the benefit to the client of learning to use the computer irrespective of obtaining the information about jobs. This gives the client the opportunity to learn a new skill and to be able to answer "Yes" when asked if he/she has computer experience.

Another benefit from EMPBANK is that it also functions as a vocational decision making tool. The client can research job possibilities in the community before making a final decision. Or a client can obtain a name of an employer and learn more information about a particular job.

Future Directions: This is a beginning to developing a low cost employer/job bank. Using PC-File III each person or organization is free to develop their own style for each record and to add or delete fields. Groups can share the system with each other and can start to network.

Another direction will be to combine the records with graphics software that will give pictures of the job being performed or of the building where the job is located.

Further Information: The Work Exploration Center will continue to add records to EMPBANK and to explore other shareware that can be integrated with PC-FILE. A new version of PC-FILE called PC-FILE+ has been developed by Jim Button. It is not shareware. The Center has a copy and is testing its capabilities. One disadvantage of not using shareware will be that one will be unable to network with others who have not purchased the software. We would welcome any inquiries regarding the work we are now doing or about future projects. Our number is 904/395-5265.

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